

**INFLUENCE TURNOVER INTENTION, BURDEN WORK, AND COMPETENCY
TOWARDS EMPLOYEE PERFORMANCE PT. DINAMIKA
SURYA BRIGHT STAR**

Epicilia Angeline ¹, Christian Axel ², Felix Tanaka ³, Cut Fitri Rostina ⁴, Fauzi ⁵

Prima Indonesia University ^{1,2,3,4}, Islamic University of North Sumatra ⁵

ABSTRACT

In PT. Dinamika Surya Bintang Brilliant, research This investigate impact of turnover intention, burden work, and competence to performance employees. Research This aiming For learn How intention For go out from work (turnover intention), burden work, and competence impact on performance employees of PT. Dinamika Surya Bintang Brilliant. Decrease income during three year final show decline performance employee. Studies study This based on on trend decline income company during three year lastly, it is suspected related with performance bad employee. Studies study This use method approach quantitative with design descriptive. Method data collection used For send questionnaire to respondents are divided over 40 employees still and 30 employees contracts in the environment company. Testing validity And reliability instrument, testing assumption classic, analysis multiple linear regression, and testing partial And simultaneous (t-test and F-test) is all method analysis of the data used. all in all with using the SPSS program. Results studies study explain that competence and turnover intention partial own influence positive to performance employee. On the contrary, the burden Work No own significant influence in a way statistics to performance employee. However, the performance influenced in a way significant by third variable free the moment operate simultaneously. With coefficient determination of this model by 87.2 %, the proportion variation performance employee can explained by three component This.

Say Key: *Turnover Intention, Burden Work, Competence, Performance Employee*

Correspondence: Dr. Cut Fitri Rostina, SE, MM., Lecturer at Universitas Prima Indonesia Medan.
Email: cutfitri@unprimdn.ac.id

INTRODUCTION

Human resources (HR) are an important component that acts as a driving force mover in implementation all over activity organization. In a agency, human resources include a group of individuals who work in it and bring differences in terms of will, thoughts, and feelings. The role of human resources is still the focus of attention and is an important foundation for the sustainability of the organization, especially to be able to survive and develop amidst the challenges of the globalization era.

PT. Dinamika Surya Bintang Cemerlang is a company engaged in the field of solar panels and installation of various solar panel tools for electricity. Employee performance is a benchmark for company performance. On employee performance at PT. Dinamika Surya Bintang Brilliant experience decline performance Which happen from data sale companies that experienced a decline in the following data.

Table 1. Company Sales Data

Month	Year		
	2021	2022	2023
January	Rp. 526,300,000	565,250,000	565,200,000
February	Rp. 516,300,000	416,400,000	526,300,000
March	Rp. 487,560,000	425,255,000	501,200,000
April	Rp. 495,230,000	471,236,000	405,230,000
May	Rp. 478,562,000	452,122,000	312,220,000
June	Rp. 456,520,000	412,221,000	502,120,000
July	Rp. 487,520,000	451,000,000	557,520,000
August	Rp. 475,220,000	475,220,000	375,100,000
September	Rp. 426,500,000	426,500,000	325,000,000
October	Rp. 412,500,000	412,320,000	385,000,000
November	Rp. 406,800,000	385,200,000	326,100,000
December	Rp. 405,686,600	381,266,000	320,651,600
Total	Rp. 5,574,698,600	5,273,990,000	5,101,641,600

Source: PT. Dynamics Sun Star Brilliant (2021- 2023)

In the company's sales data, it shows a downward trend in revenue from 2021 to 2023. Although it was found that sales increased in several months, the dominant decline in sales experienced by the company. The decline in revenue shows that there is a decline in employee performance in carrying out work in the company.

One of the elements that influences the workforce in the company structure is the high turnover rate. Turnover intention refers to the desire or intention of an employee For in a way voluntary to resign self from company or move to workplace other on his will

Alone, although Not yet truly realized. In In the world of work, the term turnover is something that is commonly encountered, but if not managed optimally, this situation has the potential to become an obstacle that disrupts the productivity and performance of the company. Employee turnover in companies occurs with a frequency that relatively routine. happen on every the month Because employee experience pressure Work overdoing it in carrying out work.

On workload, Increasing company targets that exceed normal conditions encourage employees to be more proactive in the work environment, which ultimately requires them to work at a higher capacity. Excessive burden of responsibility can cause feelings of stress in employees and negatively impact their comfort and performance. High workloads such as increasing sales targets, complaints from consumers regarding solar panel installation problems cause high workloads from employees.

Employee competence also supports capacity building and the formation of a solid organizational foundation. In employee competence, there are still employees who are not fully able to master their work and employee education that is not appropriate or in line with the field of work being carried out makes the work unable to run optimally.

LITERATURE REVIEW

Turnover Intention

Turnover intention show possibility a employee For resign from place Work. For prevent matter the, company must capable manage HR effectively (Jamal, 2021:39). *Turnover intention* refers to an employee's internal drive For in a way voluntary leave company or move to place Work others that are considered more in line with personal preferences, even though those desires have not yet been realized. in action real . (Muslim, 2021:465). *Turnover intention* stated as an employee's desire to terminate their relationship with their organization at that time (Suka, 2022:15).

Indicator Turnover Intention

According to Muslim (2021:465), indicator *turnover intention* as following .

- Behavior in look for opportunity the new one .
- Committed to institution.

- Satisfaction Work.
- Feeling negative or positive towards work.
- Not quite enough answer in place Work.

Workload

Because limitations ability somebody For processing data, draft burden work appears. According to Paramitadewi (2017:3378), people are expected to be able to complete tasks until reach level settlement certain. Burden Work Alone can defined as a task assigned to a particular job in an organization resulting from a combination of workload and applicable time standards (Chayaniz and Badrianto, 2023:2). Workload Work covers a number of work Which given by company to his employees and must be completed within a certain period of time. This burden affects workers physically and mentally (Muslim, 2022:464).

Indicator Burden Work

According to Nurhasanah (2022:251), indicator burden Work as follows:

- Target Which must achieved
- Situation moment carry out work
- Standard or criteria Which applicable in implementation work

Competence

Competence is considered as expertise in carrying out and carrying out work and a challenge that is based entirely on ability and insight and is supported by a pattern of thinking in carrying out the work required. by work the (Azizah, 2022:343). competence is characteristics basic owned a person and influences mindset and character. These characteristics allow a person to respond to various situations consistently and persist over a long period of time. (Lumanauw, 2022:51). Competence is an ability to carry out a job or a challenge that is based entirely on knowledge and abilities accompanied by the support of work thinking patterns needed in the job (Azizah, 2022:343).

Indicator Competence

According to Lumanauw (2022:51), there is indicator competence as following :

- Knowledge.
- Skills.

- Behavior.
- Experience Work.

Performance

The word **performance** in the context of work performance and actual performance refers to the real work achievements that individuals have successfully achieved. Performance reflects the concrete results that a person obtains when carrying out their tasks. These achievements are usually influenced by various factor, like ability, skills, experience, as well as level of commitment in completing work (Hermawati, 2022:80). In addition, performance can also be interpreted as a description of the extent to which the implementation of organizational programs and policies has succeeded in meeting the achievements, targets, missions, and visions that have been set from the preparation process. Which strategic (Azizah, 2022:343). With thus, performance is results which is obtained from carrying out tasks carried out by a person in his work (Paramitadewi, 2017:3376).

Indicator Performance

According to Lumanauw (2022:51), there is indicator performance as following :

- Quality of Work.
- Creativity in Work.
- Quantity Results Work.
- Accuracy in finish task in accordance time Which determined.
- Level Independence in operate work.

Influence *Turnover Intention* to Performance

In organization , *turnover intention* very important, especially For employee with poor performance. However, the level of *turnover intention* must be managed effectively so that the organization can gain more benefits from improving the performance of new employees than excessive costs for the recruitment process (Asmara, 2017:124). *Turnover Intention* is an employee who quits or leaves from the employee's workplace is caused by employee retention or commitment to the company. In world Work meaning *turnover intention* is a matter Which general, However if it is ignored can turn into a performance barrier for the company (Suka, 2022:15). Employee *turnover intention* is a

crucial factor in a company because it can have a direct impact on the performance and income of the organization. (Jamal, 2021:39).

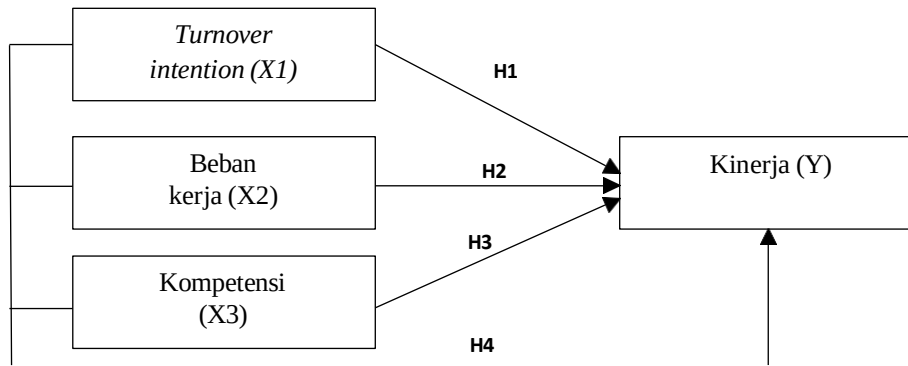
Influence Burden Work to Performance

Amount work Which too Lots can result become pressure on employees in facing work demands, thus potentially causing anxiety and confusion if these tasks have not been fulfilled. (Muslim, 2021:464). Workload plays a crucial role in an organization. Through efficient workload distribution, organizations are able to measure employee capacity in completing tasks optimally and the effect on performance organization. (Paramita Goddess, 2017:3378). Humanity covers aspect physique And mental capacity available for human work is not The same Because work. Amount burden work Which too heavy can resulting in excessive energy use and causing excessive stress on employees. (Nurhasanah, 2022:252).

Influence Competence to Performance

A person's competency is categorized as high if they have carried out their duties and work, whereas if own competence tiered low usually will underperforming also (Yanti, 2022:379). In determination level competence based on source human power required For know so far where performance or performance Which expected, both in the good and average categories. These established competencies are an important basis in process evaluation performance. (Lumanauw, 2022:50). Competence describe information or skills Which accompanied by with professionalism in eye lesson Which unique as something very important. By having competence, sincere workers have the ability and competence that become the price and encouragement for the implementation of all activities in every job carried out. (Azizah, 2022:343).

Framework Conceptual



Picture 1. Framework Conceptual

Hypothesis Study

Following is hypothesis Which made into base from study the.

H1: *Turnover intention* affects employee performance at PT. Dinamika Surya Shining Star .

H2: Burden Work influence performance employee on PT. Dynamics Sun Shining Star .

H3: Competence influence performance employee on PT. Dynamics Sun Shining Star .

H4: *Turnover Intention*, Workload, and Competence affect employee performance at PT. Dinamika Surya Bintang Cemerlang.

METHOD STUDY

This research study was conducted at PT. Dinamika Surya Bintang Cemerlang located at Jln.Gatot Subroto No.130h, Medan, North Sumatra. The research was conducted in March 2024 until the completion of this research. This research study applies a quantitative approach method. Sugiyono (2020:8), this approach is based on the positivist view, by conducting studies on certain samples or populations selected randomly, then the data is obtained through measuring instruments which are then analyzed using statistical methods.

The type used in this study is descriptive research. Sugiyono (2020:8), the quantitative approach is a research method rooted in the philosophy of positivism, where research is conducted through samples and a population that is taken randomly, then the data is collected using special instruments and observed using statistical techniques.

The nature of this study is descriptive explanatory. According to Sudaryono (2014:38), this research explanatory done when a problem Still minimal or Not yet Lots previously researched. Sujarweni (2018:100) states that Population is a group of people or objects that have special characteristics and certain characteristics to be used as a reference by researchers in drawing research conclusions. In this study, the population used includes 40 permanent employees working at PT. Dinamika Surya Bintang Cemerlang. Researchers use a non-probability saturated sampling method to determine the sample. As explained by Sugiyono (2018:141), this technique is used when the research sample is based on the entire population. This approach is generally used if the population group is relatively small or if the research requires very representative results with minimal error rates. On this basis, the total number of respondents selected for the study This as much as 40 employee still PT. Dynamics Sun Star Brilliant. Meanwhile, For process test reliability And validity instrument, collected 30 Respondent additional from non-permanent employees in the same company.

This study uses a non-probability sampling method using a census or total sampling, meaning that all members of the population are involved as respondents. According to Sugiyono's explanation (2018:141), this technique is appropriate for use when the population is small or when required representation data Which tall without depend on calculation opportunities. Therefore, the sample in the study includes all permanent employees of PT. Dinamika Surya Star Brilliant Which amount to 40 person. Temporary That, test validity And reliability is done use 30 Respondent from circles employee No still in company the same one .

Primary data is data collected directly from the object being studied, while secondary data comes from previously available sources. Sugiyono (2020:194) share second type source data This become two category.

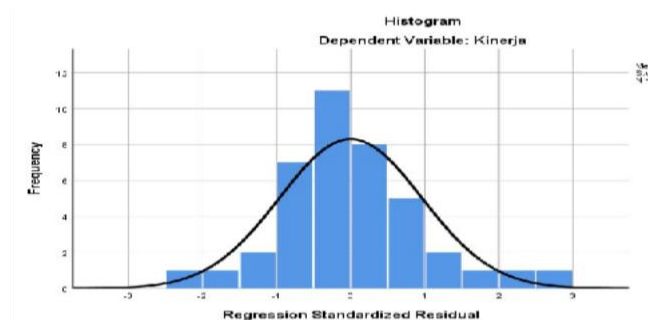
RESULTS AND DISCUSSION

Table 4. Analysis Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
Turnover Intention	40	29.00	50.00	40.7750	7.52939
Burden Work	40	18.00	30.00	24.8750	4.86846
Competence	40	24.00	40.00	33.9750	5.92901
Performance	40	30.00	50.00	41.1000	7.45860
Valid N (listwise)	40				

Source: Results Testing Data (2025)

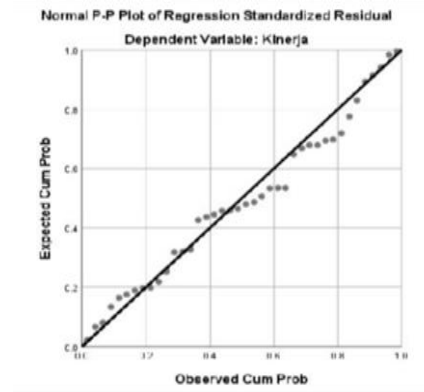
Table 3. displays a descriptive statistical overview for each variable studied. The turnover intention variable is recorded as having a minimum value of 29 and a maximum of 50, the standard number (mean) 40,7750 as well as standard deviation as big as 7.52939. Variables burden Work shows a minimum number of 18 and a maximum of 30, with a standard of 24.8750 and a standard deviation of 4.86846. While For variable competence, mark range between 24 until 40, with average 33.9750 and standard deviation 5.92901. Finally, the performance variable has a value range from 30 to 50, with a standard number of 41.1000 and a standard deviation of 7.45860.



Picture 2 Results Testing Normality Chart Histogram

Source: Results Testing Data (2025)

From the histogram graphic displayed, the data shows a bell-shaped curve pattern indicating a tendency for normal distribution. The next stage is to conduct further testing by examining the normal probability plot graph.



Picture 3. Results Testing Normality Chart Normal Plot

Source: Results Testing Data (2025)

From the normal probability plot image, it can be seen that the data patterns follow a longitudinal line pattern. diagonal with distribution evenly in around him. Condition This show that data the Already fulfil criteria distribution normal. After That, done testing continued using the Kolmogorov-Smirnov method aims to check normality statistically, as follows:

Table 7 Testing Validity
Results Test One Sample Kolmogorov Smirnov Test

		Unstandardized Residual
N		40
Normal Parameters ^{a,b}	Mean	.0000000
	Std. Deviation	2.56569713
Most Extreme Absolute Differences		.113
	Positive	.113
	Negative	-.073
Test Statistics		.113
Asymp. Sig. (2- tailed)		.200 ^{c,d}

Source: Results Testing Data (2025)

Results testing One Sample Kolmogorov-Smirnov Which listed in table display number significant as big as 0.200, Which pass limit significant 0.05. Thus, the instrument meets the requirements of general distribution, therefore it can be assumed that the instrument being tested has a normal distribution.

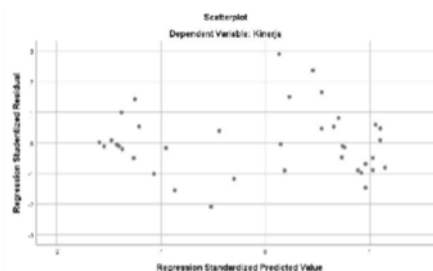
Table 8 Results Testing Multicollinearity

Model		Collinearity Statistics	
		Tolerance	VIF
1	(Constant)		
	Turnover Intention	.147	6,791
	Burden Work	.160	6.268
	Competence	.198	5.043

a. Dependent Variables: Performance

Source: Results Processing Data (2025)

Results testing signify number tolerance turnover intention 0.147, burden Work 0.160, and competence 0.198. While the VIF figure for the turnover intention variable is 6.791, workload 6.268, and competence 5.043. Based on these values, it can be assumed that there is no multicollinearity between the independent variables in this study.

**Figure 4. Results Testing Heteroscedasticity Chart Scatterplot**

Source: Results Processing Data (2025)

Based on the graph, the data points are evenly distributed without forming a particular image, and are evenly distributed above or below the zero value on the Y axis. Likewise, the heteroscedasticity test can be carried out using the Glejser test, the results of which are:

Table 9 Results Testing Glacier

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	.569	1.615		.353	.726
	Turnover Intention	.080	.095	.358	.846	.403
	Burden Work	-.154	.141	-.442	-1,087	.284
	Competence	.055	.104	.194	.530	.599

a. Dependent Variables: absolute

Source: Results Processing Data (2025)

It can be seen from the table that the independent variables show numbers sig > 0.05, which is 0.403 turnover intention, 0.284 workload, and 0.599 competence. Thus, it can be assumed that the regression model is free from heteroscedasticity problems.

Table 10. Results Testing Analysis Regression Linear Multiple

Model		Unstandardized Coefficients		Standardized Beta Coefficients	t	Sig.
		B	Std. Error			
1	(Constant)	1.288	2,512		.513	.611
	Turnover Intention	.316	.148	.319	2.133	.040
	Burden Work	.407	.220	.265	1,849	.073
	Competence	.495	.162	.394	3,057	.004

a. Dependent Variables: Performance

Source: Results Processing Data (2025)

Can seen data there is on table following, so can formulated as as follows:

$$\text{Performance} = 1.288 + 0.316 \text{ Turnover Intention} + 0.407 \text{ Workload} + 0.495 \text{ Competence}$$

Can explained about mark regression that is:

a. Mark constant If *Turnover Intention* , Burden Work, And Competence worth zero, so mark Performance is 1,288.

b. Coefficient regression variable *Turnover Intention*

If mark *Turnover Intention* go on as big as 1 unit, so Performance will experienced an increase of 0.316 units.

c. Coefficient regression variable Burden Work

If mark Burden Work go on as big as 1 unit, so Performance will experience an increase of 0.407 units.

d. Coefficient regression variable Competence

If mark Competence go on as big as 1 unit, so Performance will experience improvement amounting to 0.495 units.

Table 11. Results Testing In general Partial

Model		Unstandardized Coefficients		Standardized Coefficients Beta	t	Sig.
		B	Std. Error			
1	(Constant)	1.288	2,512		.513	.611
	Turnover Intention	.316	.148	.319	2.133	.040
	Burden Work	.407	.220	.265	1,849	.073
	Competence	.495	.162	.394	3,057	.004

a. Dependent Variables: Performance

Source: Results Processing Data (2025)

With $df = n - k - 1 = 40 - 4 - 1 = 37$, mark t table on level significance 0.05 that is 2,026.

Data test partial shows:

1. In the Turnover Intention hypothesis, the calculated t value $2.133 > t$ table 2.026 and significance figure 0.040 not enough from 0.05, so that H1 accepted. It means, Turnover Intention own influence positive And significant to performance in a way partial .
2. In the Workload hypothesis, the calculated t value $1.849 < t$ table 2.026 and significant value $0.073 > 0.05$, so that H2 rejected. It means, Burden Work No influential significant to partial performance .
3. In the Competence hypothesis, the calculated t value $3.057 > t$ table 2.026 and the significance figure of 0.004 is less than 0.05, then H3 is accepted. This shows Competence has a positive and significant effect on performance partially.

Table 12. Results Testing In general Simultan

Sum Model		of Squares	df	Mean Square	F	Sig.
1	Regression	1912.871	3	637,624	89,411	.000 ^b
	Residual	256,729	36	7.131		
	Total	2169.600	39			

a. Dependent Variables: Performance

b. Predictors: (Constant), Competence, Burden Work, Turnover Intention

Source: Results Processing Data (2025)

With df, the F table number at the 0.05 significance level is 2.84. The test data shows that the F count number $89.411 > F$ table 2.84, and the significant probability figure is $0.000 < 0.05$. This indicates The alternative hypothesis (H_a) is accepted and the null hypothesis (H_o) is rejected, where simultaneously the variables Turnover Intention, Workload, and Competence have a positive and significant impact on performance .

Table 13 Results Coefficient Determination

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.939 ^a	.882	.872	2.67046

c. Predictors: (Constant), Competence, Burden Work, Turnover Intention

d. Dependent Variables: Performance

Source: Results Processing Data (2025)

The results of the determination coefficient show that 87.2% of the variation in employee

performance can be expressed by the variables turnover intention, workload, and competence, based on the Adjusted R Square value. 87.2%. Thus the remaining 12.8% is affected by other factors not included in this study, such as compensation, communication, and work discipline.

Discussion Results Study

Influence *Turnover Intention* to Performance

The research findings explain that *turnover intention* has a positive and significant effect on employee performance at PT. Dinamika Surya Bintang Cemerlang.

The findings of this study are consistent with the theoretical basis that has been proposed previously with the *Turnover theory* which indicates that organizations tend to expect the intention to leave employees who show less than satisfactory performance. However, the management of the turnover intention level needs to be done well so that the organization can optimally utilize the increased performance of new employees, who are expected to provide a greater contribution compared to the recruitment costs incurred . " (Asmara, 2017:124).

The findings of this study are in accordance with the previous study by Arif and Sarwoto (2023), which stated workload has a negative impact on performance.

From the findings, researchers assess that the high turnover intention reflects that many employees are thinking of looking for job opportunities elsewhere, and may be dissatisfied with the existing working conditions. This condition can have a negative impact on performance, so management needs to take strategic steps such as improving the environment. Work, give appreciation, And provide facilities and bonus for improvement efforts satisfaction Work as well as minimize impact negative turnover intention on employee performance.

Influence Burden Work to Performance

The study findings explain that workload has no effect and is not significant on employee performance at PT Dinamika Surya Bintang Cemerlang. Findings study This in accordance with theory burden Work Which Lots can resulting in psychological pressure on employees due to work demands that must be completed. This condition has the potential to cause feelings of worry and confusion in employees. if they feel No capable fulfil expectation organization. (Muslim, 2021:464). This finding is consistent

with the previous research basis by Paramitadewi (2017), stating that workload has a negative impact on performance. Based on the findings, the researcher argues that companies need to pay attention to balance between target And capacity employee. Burden Work Which unrealistic or continuously increasing without adequate support can increase turnover intention and decrease performance. Therefore, human resource management goals such as adjustment burden Work, giving time Rest Which Enough, as well as support from the boss become important so that employee still productive And No burdened excessively .

Influence Competence to Performance

Findings studies explain competence influential positive And significant on the performance of PT Dinamika Surya Bintang Cemerlang. The findings of this study are consistent with the theoretical basis of a person's competence, including the high or good category, which is stated if they have carried out work tasks, whereas If have low level competency tend will performing low too (Yanti, 2022:379). This finding is in line with previous research by Fatmawati (2022), which stated that competence has a positive effect on performance.

Based on these findings, researchers assess that high competence is an important asset for companies, because it is directly related to employee productivity and performance. Matter This Also can strengthen attachment employee with work and reduce potential turnover intention. However, companies still need to ensure that development competence done in a way sustainable through **regular** training , coaching direct from superior, And giving challenge Work Which in accordance with individual abilities.

CONCLUSION

Results from studies study This can conclude as the following :

1. *Turnover intention* influential positive as well as significant to performance employee at PT Dinamika Surya Bintang Cemerlang.
2. Burden Work influential negative as well as No significant to performance employee at PT Dinamika Surya Bintang Cemerlang.

3. Competence has a positive and significant influence on employee performance at PT Dinamika Surya Bintang Cemerlang.
4. *Turnover intention*, burden Work, as well as competence influential to performance employees at PT Dinamika Surya Bintang Cemerlang.

REFERENCE

- Wise, M., & Sarwoto, B. (2023). Influence Turnover Intention to Performance. *Journal of Management Science*.
- Asmara, R. (2017). *Human Resource Management*. Jakarta: Mitra Wacana Media. N. (2022). Influence Competence to Performance. *Journal Economy And Business*, 15(2), 343–345.
- Chayaniz, M., & Mr. Badrianto, Y. (2023). Analysis Burden Work And The impact on Performance. *Journal of Human Resource Management*, 2(1), 1–5.
- Fatmawati, L. (2022). Influence Motivation, Environment Work And Competence on Employee Performance of PT. Telkom Witel Makassar. *Journal of Economics and Business*, 12(3), 110–120.
- Ghazali, I. (2021). *Application Analysis Multivariate with Program IBM SPSS 25*. Semarang: Body Publisher University Diponegoro.
- Hermawati, T. (2022). *Management Performance*. Bandung: Alfabet.
- Jamal, A. (2021). Influence Commitment And Turnover Intention to Employee Performance. *Journal of Management Research*, 9(1), 39–41.
- Thank you, Y. (2022). Competence And Performance Employee. *Journal Administration Public*, 4(1), 50–52.
- Muslim, A. (2021). Analysis Turnover Intention And Burden Work. *Journal Industrial Psychology*, 10(2), 464–466.
- Dear, I. (2022). Analysis Burden Work to Performance Employee. *Journal of Human Resource Management*, 5(1), 251–252.
- Priyatno, D. (2016). *Independent SPSS Learning*. Yogyakarta: Mediakom.
- (2014). *Methodology Study*. Jakarta: Prenadamedia Group.
- Sugiyono. (2020). *Method Study Quantitative, Qualitative, And R&D*. Bandung: Alfabet.
- Dear Sir, V. W. (2018). *Methodology Study: Complete, Practical, And Easy to Understand*. Yogyakarta: Pustaka Baru Press.
- Like, R. (2022). Turnover Intention And The impact To Performance. *Journal Human Resources*, 1(1), 15–17.
- Dear, D. (2022). Competence And Performance Employee. *Journal Economy And Management*, 10(3), 378–380.